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Frequently Asked Questions: The New GMS Front Door

Q: How will users access the new GMS front door?

A: Users can access the new GMS front door in two ways: 1) In the portal, the GMS tab will redirect users to the new URL, or 2) users can go directly to the site with the URL provided to them along with their username and password information.

Q: When is the scheduled cutover date?

A: Initially it was to be on April 4th, but the NDE GMS Team and its GMS partner, MTW, have decided to push the cutover date back to April 26th to allow for additional testing.

Q: Which browsers are recommended for accessing the web-based GMS system?

A: Internet Explorer (version 11+), Google Chrome (version 47+), Safari for OS X (version 9+)

Q: Will a single sign-in get us to multiple districts or will we need a different login for each district we work with?

A: Yes, a single email address and password will provide access to multiple districts users work with in GMS. After the user logs in, a selection will need to be made from a list of districts the user works with and has access.

Q: Will passwords need to be changed?

A: Users who currently have access to GMS will be provided with username/email/password information on the day of the cutover. The password provided at the time of the cutover will be a temporary password and will need to be changed. The newly created password will be valid for 90 days at which time the user will be required to change it.

Q: Will districts need to do their reimbursement requests for their 2015-2016 applications in the new environment?

A: Yes, agencies will be using the new, web-based environment to complete all their reimbursement requests after the cutover.